



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Frontier North Inc.
for quarter ending June 30, 2012

Out of Service More Than 24 Hours	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$2,838.68	\$5,580.81	\$2,847.78	\$11,267.27
B. Number of credits issued for repairs - 24 - 48 hours	360	474	300	1,134
C. Number of credits issued for repairs - 48 - 72 hours	77	127	69	273
D. Number of credits issued for repairs - 72 - 96 hours	16	52	23	91
E. Number of credits issued for repairs - 96 - 120 hours	5	27	6	38
F. Number of credits issued for repairs > 120 hours	9	26	12	47
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	248	736	153	1,137
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$1,985.00	\$3,708.38	\$2,218.00	\$7,911.00
B. Number of installations after 5 business days	3	5	18	26
C. Number of installations after 10 business days	0	5	0	5
D. Number of installations after 11 business days	5	9	12	26
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	4,873	1,664	2,018	8,555
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	April	June	June	Totals
A. Total dollar amount of all customer credits paid	\$4,450.00	\$7,700.00	\$5,084.99	\$17,234.99
B. Number of customers receiving credits	89	153	102	344
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	42	58	30	130

Comments

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